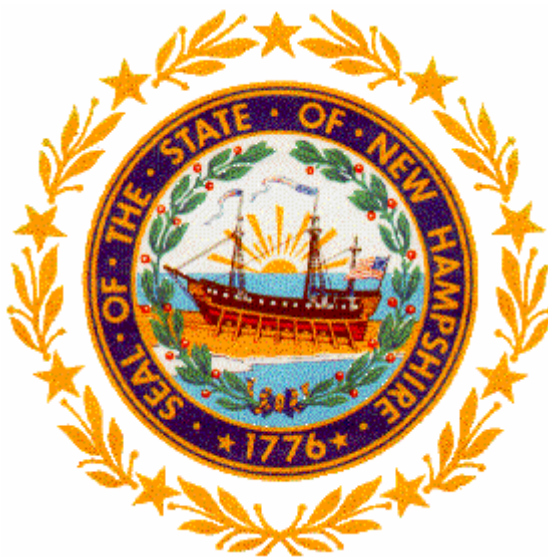# NH Vital Records Information Network
Secretary of State/Office of Information Technology
Service Level Agreement

Date: 12/22/04
Version: 1.04

REVISION LOG

Date	Description
9/21/2004	Initial Draft
11/17/2004	Revised Draft – WRB
12/20/04	Revised Draft - JAO
12/22/04	Final Version 1.04 - JAO

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1. INTRODUCTION

1.1 Document Purpose

This Service Level Agreement (SLA) identifies the services that will be provided to the Department of State, Division of Vital Records Administration for the New Hampshire Vital Records Information Network (NHVRIN) by the Office of Information Technology to ensure that NHVRIN is reliable, secure and available to meet the needs of the Secretary of State, Division of Vital Records Administration (DVRA). It is a working commitment between the software system or product owners (DVRA) and the Office of Information Technology (OIT). The SLA identifies customer expectations and defines the boundaries of the application or system's physical environment. It will also outline, at a high level, the following:

- Services Provided

- Roles and Responsibilities

- Expectations of SOS/DVRA staff

- Expectations of OIT staff

The SLA will be reviewed regularly and revised, as business needs change. The SLA needs to be revised when there are changes to the system supporting hardware/software that will significantly impact the previously agreed upon SLA. Approval signatures must be secured prior to the proposed change being placed in production status. The individual knowledgeable about the impact of a change is responsible for initiating the revision of the SLA.

1.2 Service Level Agreement Reviewers/Approvers

The people listed below will receive a copy of the Service Level Agreement.

This list is current as of September 13, 2007.

Creator	
Organization	**Name**
Office of Information Technology	Karen A. Way, ITM III

Reviewers	
Organization	**Name**
Office of Information Technology	John A. O'Neal, ASD – HHS IT Lead
	Peter Croteau, Director, ASD
	Richard C. Bailey, Jr., CIO – OIT
	Sally Gallerani, Director, Technical Support Services
	Frank E. Catanese, Director, Operations
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Department of State	David Scanlan, Deputy Secretary of State
	Daniel J. Cloutier, Assistant Secretary of State
	William R. Bolton, Jr., State Registrar & Director Division of Vital Records Administration
	Steve Sullivan, IT Lead, SOS

Acceptor/Approvers	
Organization	**Name**
Office of Information Technology	John A. O'Neal, ASD – HHS IT Lead

	Peter Croteau, Director, ASD
	Richard C. Bailey, Jr., CIO – OIT
Department of State	David Scanlan, Deputy Secretary of State
	Daniel J. Cloutier, Assistant Secretary of State
	William R. Bolton, Jr., State Registrar & Director Division of Vital Records Administration

2. DEFINITIONS

Term	Definition
ASD	OIT Agency Software Division
Cold Backup	System backups performed while databases are unavailable for use. Application downtime is required.
CRTS	Change Request Tracking System – Database used to submit and track change requests for applications.
DBA	Database Administrator
DVRA	Division of Vital Records Administration
Hot Backup	System backups performed while both the server and databases are operational. No application downtime is required.
NHVRIN	NH Vital Records Information Network
ODAR	Oracle Database Action Request – Database used by developers to request DBA assistance with Oracle databases.
OIT	Office of Information Technology
OPS	OIT Operations Division
Prime Time (hours of operation)	During this time only the malfuntion or failure of hardware, software or data will take the application out of service.
Priority 1	Any problem which consitutes a major disruption for all users or a large portion of users. No work around exists.
Priority 2	Multiple users or group outage with no workaround.
SDLC	Software Development Lifecycle – The process followed during creation or maintenance of a technical solution.
SIT	Systems Integration Testing
SOS	Department of State, Secretary of State
TSS	OIT Technical Support Services Divison
UAT	User Acceptance Testing

3. SERVICES PROVIDED BY OIT

3.1 Agency Software Division

The Agency Software Division (ASD) of OIT will provide design, development and implementation services as needed by the DVRA for the ongoing support of the NHVRIN application. ASD will also act as the OIT primary point of contact for SOS relative to the NHVRIN application. ASD staff will be available to provide services during the hours of 7:30 AM – 4:30 PM, Monday through Friday, except on holidays designated by the State of NH. With prior arrangements and with compensated overtime, ASD staff may be available during off-hours.

3.2 Operations Division

The Operations Division (OPS) of OIT will provide DBA support services as well as server maintenance and support services for both Windows and HP UNIX platforms. Included in these services will be daily hot backups of the databases, as well as weekly cold backups that can be utilized for disaster recovery. Operations staff will be available from 7:30 AM – 4:30 PM, Monday through Friday, except on holidays designated by the State of NH. With prior arrangements and with compensated overtime, OPS staff may be available during off-hours.

3.3 Technical Support Services Division

The Technical Support Services Division of OIT will provide help desk services to SOS via the existing Seneca contract. Included in these services will be monitoring of the connectivity from

the NHVRIN application to the various external users at Town Clerks offices, hospitals, and funeral homes. Technical Support Services staff will be available from 7:30 AM – 4:30 PM, Monday through Friday, except on holidays designated by the State of NH. With prior arrangements and with compensated overtime, TSS staff may be available during off-hours.

4. ROLES & RESPONSIBILITIES

4.1 OIT

OIT staff will be responsible for providing resources and implementing solutions related to the ongoing technical maintenance and support of NHVRIN. The following are examples of the types of duties that OIT would perform with coordination from DVRA.

- Design and/or integration of technical solutions to business problems.
- Ensure adherence to OIT policies and procedures (coding standards, use of CRTS, use of ODARs, SDLC, etc) by technical staff working on NHVRIN.
- Create and maintain technical documentation for NHVRIN.
- Coordinate with DVRA staff regarding prioritization of change requests and ongoing maintenance of NHVRIN.
- Conduct Unit and SIT testing for any and all changes made to NHVRIN with the assistance of DVRA staff.
- Provide recommendations relative to specifications of new hardware/software for ongoing growth and support of NHVRIN.
- Develop and maintain a quarterly application release schedule.

4.2 Secretary of State/DVRA

DVRA is the system/data owner and is the primary controller of the NHVRIN system. It is the responsibility of the Registrar to make business decisions on what needs to be improved/modified/migrated and maintained in the production system. Under the guidance of state OIT standards, the Registrar is also responsible on deciding on the timelines and methodology of the system changes. The following are examples of the types of responsibilities that would fall to DVRA.

- Gather and document business requirements related to change requests submitted for NHVRIN.
- With assistance from OIT staff, provide overall training to end users relative to use of NHVRIN.
- Conduct UAT testing for NHVRIN with the assistance from OIT staff.
- Prioritize change requests and ongoing maintenance of NHVRIN.
- Maintain State Office desktop equipment and take primary responsibility for insuring that the NHVRIN operates on that equipment as specified by OIT.
- The DVRA registrar or designee is responsible for providing OIT with downtime notification wording to be posted on the NHVRIN application.

5. EXPECTATIONS/ASSUMPTIONS

5.1 OIT

The SLA as defined above is predicated on the following expectations and/or assumptions.

5.1.1 Assumptions

- Prime Time (hours of operation) for NHVRIN is defined as 8:00 AM to 6:00 PM, Monday – Friday and from 8:00 AM to 12:00 PM on Saturday.
- Any priority 1 or 2 issue reported by an end-user outside the hours of support listed in Section 3: *Services Provided by OIT*, and remaining unresolved by the

contracted Helpdesk provider will be addressed immediately when appropriate staff arrives the following morning. Issue response times during hours of support will be ½ hour for priority 1 and 1 hour for priority 2 issues.

- Preventative maintenance for the NHVRIN production environment will be scheduled in advance and will conform to the OIT Maintenance Window Policy (OITMWP-09.01.2004-1.0), and will not be scheduled during the Prime Time hours of operation listed above. When routine maintenance is needed, each maintenance activity shall comply with the Infrastructure Change Request (ICR), Scheduled Event and Critical Outage policy and standards. The DVRA Registrar and his representative will receive electronic notification of any proposed ICR that would impact the NHVRIN. A copy of OIT Maintenance Window Policy (OITMWP-09.01.2004-1.0) and Infrastructure Change Request (ICR), Scheduled Event and Critical Outage document is attached.

- Critical outage notification shall comply with the Infrastructure Change Request (ICR), Scheduled Event and Critical Outage policy and standards. The DVRA Registrar and his representative will receive electronic notification of any Critical Outage that impacts the NHVRIN.

- The calendar for scheduled down time is available on the OIT Tech Center web site (http://techcenter.oit.nh.gov/techctr.html).

- Any software or hardware changes that require more than three hours of downtime will generally be scheduled to occur during the weekend.

- It is the expectation of both the DVRA and OIT that production systems, including software, hardware and network(s) are to be made available 24 hours a day seven days a week, except for scheduled maintenance, malfunction or failure of hardware, software or data, and for cold backups.

- Reliability is the percentage of time an application is actually available during a scheduled period. In a distributed computing environment, all of the relevant components (server machines, databases, networks, workstations, etc.) must be functioning correctly for the entire application to be fully available. The annual objective for application availability during OIT Service/Response (Section 3: _Services Provided by OIT_) hours is 99%, and 97% during all other hours.

- All operating system services such as mail, FTP, etc. on all servers except those required by the NHVRIN will be disabled. Access security will be facilitated through logons and passwords at the operating system and application levels.

- Cold backups of the NHVRIN data will be performed weekly on Monday from 1:00 AM to 6:00 AM.

- Hot backups of the NHVRIN data will be performed nightly.

- Back end (database) fixes will be promoted to production, upon DVRA approval, on the following schedule.
  - Critical – Within 3 business days.
  - Routine – Next available DBA slot.
  - Enhancement – At next NHVRIN release.

- Critical application (front end) fixes will not be bound by the quarterly release schedule and will be promoted to production as quickly as can be coordinated.

5.1.2 Expectations

- OIT will do everything possible for DVRA to maintain and enhance NHVRIN to ensure that the business and technical needs of the end users, including DVRA staff, city/town clerks, funeral directors and hospital birth registration staff, are met.

5.2 Secretary of State/DVRA

5.2.1 Assumptions

- Hours of DVRA Staffed Operation for NHVRIN have been defined as 8:00 AM to 4:00 PM, Monday – Friday.

5.2.2 Expectations

- The DVRA requires frequent communication with the OIT technical staff. Bi-weekly meetings will be mutually scheduled and will include at a minimum, the OIT technical lead and IT Manager assigned to the NHVRIN project and the DVRA business users. Discussion topics at these meetings will focus on updates on change requests, software performance status, database changes, technical enhancements, as well as such things as specifying equipment. Project status briefings for SOS and OIT upper management will be held on a quarterly basis and will be the responsibility of the DVRA to schedule.
- Any priority 1 or 2 issue reported by an end-user outside the hours of support listed in Section 5.2.1: *Hours of DVRA Staff Operations*, and remaining unresolved by the contracted Helpdesk provider will be addressed immediately when appropriate staff arrives the following morning.
- DVRA will do everything possible to assist OIT in maintaining, supporting and enhancing NHVRIN to ensure that the business and technical needs of the end users are met.
- DVRA expects OIT participation at the VRIFAC meetings and NHVRIN User Group meetings.
- DVRA expects the OIT NHVRIN BSA to spend one day a week working with DVRA staff to better understand their business process.
- DVRA expects the OIT NHVRIN developers to spend one day a month working with DVRA staff to better understand the business process.

6. APPROVAL SIGNATURES

Name: Richard C. Bailey, Jr.
Title: CIO, Office of Information Technology

Name: David Scanlan
Title: Deputy Secretary of State, Department of State

Name: Peter Croteau
Title: Director, Agency Software Division

Name: Daniel J. Cloutier
Title: Assistant Secretary of State, Department of State

Name: John A. O'Neal
Title: IT Lead, Agency Software Division

Name: William Bolton
Title: State Registrar, Division of Vital Records Administration

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